CLAIMS

1. (Currently Amended) A <u>computer-implemented</u> method comprising:

    determining a service provider ID code of a service provider based on a request received
    from the service provider;

    based on the determined service provider ID code, generating a list of service seekers
    having received advice from the service provider;

    displaying the list of service seekers;

    receiving a service provider selection for one or more of the listed service seekers and a
    selected customer management processing command; and

    processing<u>, using a computer,</u> the selected service seekers according to the selected
    customer management processing command;

    wherein in response to receiving a contact command, providing the service provider a
    process for contacting the selected service seekers; and in response to receiving a
    block command, blocking the selected service seekers from receiving further
    advice from the service provider.

2. (Currently Amended) The <u>computer-implemented</u> method of claim 1, wherein prior to
    determining a service provider ID code, the method further comprises:

    receiving a login request from a service provider, including a service provider ID code
    and a service provider password;

    verifying the service provider password as corresponding to the service provider ID code
    from the login request;

    once verified, presenting the service provider with a service provider system home page;
    and

    once the service provider selects a customer-management link, presenting the service
    provider with a customer-management interface screen.

3.   (Currently Amended) The computer-implemented method of claim 1, wherein prior to

determining the service provider ID code, the method further comprises:

selecting a service provider available from a service provider system;

determining one or more service seekers having received advice communication

regarding a field of service from the selected service provider;

generating a transaction record within a service seeker transaction database for each

determined service seeker; and

repeating the selecting, determining and generating for each service provider available

from the service provider system.

4.   (Currently Amended) The computer-implemented method of claim 1, wherein

determining the service provider ID code further comprises:

receiving a selection from a service provider for a customer-management link;

once the request is received, detecting a service provider ID code of the service provider;

and

providing the determined service provider ID code to a service seeker list generation

procedure.

5.   (Currently Amended) The computer-implemented method of claim 1, wherein generating

the list of service seekers further comprises:

querying a service seeker transaction database to determine the list of service seekers

having received advice communication from a service provider matching the

service provider ID code, wherein the advice is one of live advice via a

communication medium, recorded advice and written advice via electronic mail.

6.   (Currently Amended) The computer-implemented method of claim 1, wherein displaying

the list of service seekers further comprises:

sorting the list of service seekers according to a date of most recent contact with the

corresponding service provider;

providing the service provider with one or more links for selecting customer management

processing commands, the customer management processing commands for

processing one or more selected service seekers being contained in the listing; and

when a sort request is received from the service provider, sorting the listing according to

criteria provided by the service provider.

7-8.   (Canceled)

9.   (Currently Amended) The computer-implemented method of claim 1, wherein displaying

the list of service seekers further comprises:

identifying one or more of the service seekers which are designated as potential repeat

customers according to pre-determined criteria; and

providing an alert to the service provider for each of the identified service seekers.

10.   (Currently Amended) The computer-implemented method of claim 1, wherein displaying

the list of service seekers further comprises:

listing the service seekers according to a method of receiving advice communication,

wherein the method of receiving advice communication includes one of a

telephone advice conversation, a recorded advice communication and an e-mail

advice communication.

11.   (Previously Presented) A computer readable storage medium including program

instructions that direct a computer to perform a method when executed by a processor,

the method comprising:

determining a service provider ID code of a service provider based on a request received

from the service provider;

based on the determined service provider ID code, generating a list of service seekers

having received advice from the service provider;

displaying the list of service seekers;

receiving a service provider selection for one or more of the listed service seekers and a

selected customer management processing command; and

processing the selected service seekers according to the selected customer management

processing command;

wherein in response to receiving a contact command, providing the service provider a

process for contacting the selected service seekers; and in response to receiving a

block command, blocking the selected service seekers from receiving further

advice from the service provider.

12.   (Original) The computer readable storage medium of claim 11, wherein prior to

determining a service provider ID code, the method further comprises:

receiving a login request from a service provider, including a service provider ID code

and a service provider password;

verifying the service provider password as corresponding to the service provider ID code

from the login request;

once verified, presenting the service provider with a service provider system home page;

and

once the service provider selects a customer-management link, presenting the service

provider with a customer-management interface screen.

13.   (Original) The computer readable storage medium of claim 11, wherein prior to

determining the service provider ID code, the method further comprises:

selecting a service provider available from a service provider system;

determining one or more service seekers having received advice regarding a field of

service from the selected service provider;

generating a transaction record within a service seeker transaction database for each

determined service seeker; and

repeating the selecting, determining and generating for each service provider available

from the service provider system.

14.   (Original) The computer readable storage medium of claim 11, wherein determining the

service provider ID code further comprises:

receiving a selection from a service provider for a customer-management link;

once the request is received, detecting a service provider ID code of the service provider;

and

providing the determined service provider ID code to a service seeker list generation

procedure.

15.   (Previously Presented) The computer readable storage medium of claim 11, wherein

generating the list of service seekers further comprises:

querying a service seeker transaction database to determine the list of service seekers

having received advice from a service provider matching the service provider ID

code;

wherein the advice is one of live advice via a communication medium, recorded advice

and written advice via electronic mail.

16.   (Currently Amended) The computer readable storage medium of claim 11, wherein
        displaying the list of service seekers further comprises:
        sorting the list of service seekers according to a date of most recent contact with the
                corresponding service provider;
        providing the user with one or more links for selecting customer relationship processing
                commands, the customer relationship processing commands for processing one or
                more of the service seekers being contained in the listing; and
        when a sort request is received from the service provider, sorting the listing according to
                criteria provided by the service provider.

17-18. (Canceled)

19.   (Previously Presented) The computer readable storage medium of claim 11, wherein
        displaying the list of service seekers further comprises:
         identifying one or more of the service seekers which are designated as desirable
                customers according to pre-determined criteria; and
         providing an alert to the service provider for each of the identified service seekers.

20.   (Previously Presented) The computer readable storage medium of claim 11, wherein
        displaying the list of service seekers further comprises:
        listing the service seekers according to a method of receiving advice communication,
                wherein the method of receiving advice communication includes one of a live
                telephone advice conversation, a recorded advice communication and an e-mail
                advice communication.

21.   (Currently Amended) A <u>computer-implemented</u> method comprising:

accessing, by a service provider, a customer management interface of a service provider

system;

receiving a customer management screen listing one or more service seekers having

previously received advice communication from the service provider based on an

identity of the service provider; and

viewing<u>, using a computer,</u> a list of service seekers processed according to one or more

customer management processing ~~command~~ <u>commands</u>, provided via the

customer management screen and selected by the service provider;

wherein in response to receiving a contact command, providing the service provider a

process for contacting the selected service seekers; and in response to receiving a

block command, blocking the selected service seekers from receiving further

advice from the service provider.

22.   (Currently Amended) The <u>computer-implemented</u> method of claim 21, further

comprising:

selecting one or more listed service seekers;

selecting a service seeker list assignment command;

generating one or more service seeker lists; and

assigning each selected service seeker to the one or more generated service seeker lists.

23.   (Currently Amended) The <u>computer-implemented</u> method of claim 21, wherein viewing

the list of service seekers further comprises:

receiving a service seeker alert for one or more service seekers determined by the system

as potential repeat customers according to predetermined criteria; and

contacting the designated service seekers to provide incentives for repeat engagement in

advice communication with the service provider.

24.   (Currently Amended) The computer-implemented method of claim 21, further

comprising:

selecting one or more listed service seekers;

selecting an electronic mail command to generate an e-mail to each of the selected

    service providers, including compensation incentives for repeat advice

    communication between the service provider and one or more service seekers;

when desired by a service seeker, engaging in an advice communication between the

    service seeker and the service provider; and

following completion of the advice communication, receiving, by the service seeker, the

    compensation incentives.

25.   (Canceled)

26.   (Currently Amended) A computer readable storage medium including program

instructions that direct a computer to perform a method when executed by a processor,

the method comprising:

accessing, by a service provider, a customer management interface of a service provider

    system;

receiving a customer management screen listing one or more service seekers having

    previously received advice communication from the service provider based on an

    identity of the service provider; and

viewing a list of service seekers processed according to one or more customer

    relationship processing command commands, provided via a display screen and

    selected by the service provider;

wherein in response to receiving a contact command, providing the service provider a

    process for contacting the selected service seekers; and in response to receiving a

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block command, blocking the selected service seekers from receiving further advice from the service provider.

27.   (Previously Presented) The computer readable storage medium of claim 26, the method further comprising:

selecting one or more service seekers listed in the service seeker display screen;

selecting a service seeker list assignment command;

generating one or more service seeker lists; and

assigning each selected service seeker to the one or more generated service seeker lists.

28.   (Previously Presented) The computer readable storage medium of claim 26, the method further comprising:

receiving a service seeker alert for one or more service seekers determined by the system
        as potential repeat customers according to predetermined criteria; and

contacting the designated service seekers to provide incentives for repeat engagement in
        advice communication with the service provider.

29.   (Currently Amended) The computer readable storage medium of claim 26, the method further comprising:

selecting one or more service seekers listed in the customer management screen; [[and]]

selecting an electronic mail command to generate an e-mail to each of the selected
        service providers, including compensation incentives for repeat advice
        communication between the service provider and one or more service seekers;

when desired by a service seeker, engaging in an advice communication between the
        service seeker and the service provider; and

following completion of the advice communication, receiving, by the service seeker, the
        compensation incentives.

30.   (Canceled)

31.   (Currently Amended) An online advice customer relationship management system,

comprising:

a processor having circuitry to execute instructions;

a customer management interface coupled to the processor, the customer management

      interface to receive an access request from one or more service providers of the

      system, and to display one or more customer management screens in response to

      one or more service providers;

a service seeker transaction database including a transaction record for each service

      seeker having received advice regarding a field of service from a service provider

      of the system; and

a storage device coupled to the processor, having sequences of instructions stored therein,

      which when executed by the processor cause the processor to:

      determine a service provider ID code[[,]] ;

      based on the determined service provider ID code, generate a list of service

            seekers having received advice from a service provider, and display the

            list of service seekers;

      ~~receiving~~ receive a service provider selection for one or more of the listed service

            seekers and a selected customer management processing command; and

      ~~processing~~ process the selected service seekers according to the selected customer

            management processing command;

      wherein in response to receiving a contact command, ~~providing~~ the processor

            provides the service provider a process for contacting the selected service

            seekers; and in response to receiving a block command, ~~blocking~~ the

            processor blocks the selected service seekers from receiving further advice

            from the service provider.

32.   (Currently Amended) The system of claim 31, further comprising:

a service provider database including each service provider available from the system;

a system interface to provide a service seeker with a list of available fields of service,

      accept a field of service desired by the service seeker, provide the service seeker

      with a list of one or more service providers stored in the service provider database

      [[which]] that match [[a]] the field of service desired by the user, and [[a]] receive

      a selection from the user for a selected service provider; and

a communication interface, coupled to the processor, to connect the service seeker with

      the selected service provider to receive advice communication regarding the

      selected field of service from the service provider.

33.   (Currently Amended) The system of claim 31, further comprising:

a provider interface for receiving a request from a service provider of a field of service

      for inclusion in the service provider database, and ~~generate~~ generating a record in

      the service provider database, the record including provider information contained

      in the request.

34.   (Canceled)